

ABSTRACT

The present invention concerns a method for evaluating and/or controlling the quality of service of a telecommunication link via a network.

Method wherein it consists in performing the following operations: determination of the edge equipment, determination of the impairments introduced by the various pieces of equipment or hardware involved in the concerned telecommunication link, real time measurement of delay and packet loss in relation with said telecommunication link, real time measurement of noise in relation with said telecommunication link, and then computing the values of the foregoing determined or measured parameters and factors to provide an indicator, preferably a numerical indicator, representative of the quality of service perceived by the user(s) of said telecommunication link.